

Specifications

1. Primary vendor is responsible for providing all doors and door related services or parts. State will contact you and you will be responsible for the completed repair/service. Either by providing the service yourself or subcontracting to a qualified vendor. Primary vendor will contact and dispatch any subcontractors necessary to provide the service within the designated timeframe below. In the event a subcontractor is used, primary will notify the State contact Joe Starry (317-233-9864) of who will respond to the service call and when to expect them.

Note All payments related to work on this contract will be made directly to the awarded vendor. Subcontractor payments are the full responsibility of the primary vendor.**

2. Primary or primary designated subcontractor will respond to regular service call no later than start of the next business day, if not before. A business day is considered Monday – Friday 7:30AM to 4:30PM, excluding State of Indiana recognized holidays. (State Holiday Schedule included as Attachment A)
3. Primary or primary designated subcontractor will respond to what the state considers "emergency" 24 a day 7 days a week within 4 hours of receiving call to correct the problem if possible, or temporarily correct the issue. (For example, a door will not secure properly and a part is necessary to fix the problem. The temporary solution might be to find a way to secure the door pending receipt of the part.)
4. *Item to note* The State will not pay for labor costs for contractor or their subcontractor that did not correct the issue. (i.e. one vendor was sent to fix a problem but was unable to do so. Another vendor was sent who did actually fix the problem; the state will not pay for the first vendor's time.

Bidders Agreement to Above Requirements:

Name: